Optimum®

REFERENCE GUIDE

interactive Optimum®

Optimum online®

Optimum voice®

8341001COM0408PCM

SONY Version 4.1

For Professional Installations Only:

Thank you for choosing the *Optimum*® Family of Services. The Technician will review the following features to get you started and help you to enjoy the benefits of our services:

iO TV℠

- ❑ Remote control, channel navigation and guide
- ❑ Parental Controls
- ❑ On Demand ordering and functionality
- ❑ Rebooting process for basic troubleshooting

Optimum Online®

- ❑ Your home page (optimum.net)
- ❑ Optimum Online net guide
- ❑ E-mail setup
- ❑ Optimum Essentials
- ❑ Optimum Online® Boost

Optimum Voice®

- ❑ Your Optimum Voice phone number
- ❑ Registration for *My Optimum Voice,* set up and manage features and listen to messages
- ❑ Optimum Voice Important Information (on the back cover)

Thank you for allowing us to provide you with *Optimum* service. You'll be receiving a phone call in the next 24 hours requesting your participation in a short follow-up satisfaction survey.

Technician Name and #:

_____

Your Local Customer Support #:

_____

Optimum Voice Phone # and Password:

_____

Phone # to Retrieve Messages (Access Number):

_____

Optimum Voice User Name and Password:

_____

Unleash the full potential of your business with Optimum Online® Static IP service from Optimum®.

Optimum online STATIC IP

Your Optimum Online® Static IP service includes a Cisco 4-port Ethernet router and comes with 5 Static IP addresses, so as your business expands, your network can too.

Keep this information card for future reference.

ASSIGNED SUBNET: _____ /29

SUBNET MASK: _____

DEFAULT GATEWAY: _____

IP: _____

IP: _____

IP: _____

IP: _____

IP: _____

CABLEVISION DNS SERVER: 167.206.112.138

CABLEVISION DNS SERVER: 167.206.7.4

Easily manage your Static IP service at optimum.net

USER ID: _____

PASSWORD: _____

For more information about Optimum Online Static IP, see page 10 of the Optimum Reference Guide.

For Optimum Online Business Customer Support, call 1-866-575-8000 or visit optimum.net.

WELCOME TO THE *OPTIMUM*® FAMILY OF SERVICES

This Reference Guide provides you with color-coded sections outlining how to get the most from iO TV℠, Optimum Online® and Optimum Voice®. If you'd like to add any of these Optimum services, simply visit optimum.com or call 1-866-684-4688 for more information.

interactive Optimum

Enjoy the best television entertainment. iO TV offers up to 360 all-digital channels, over 40 HD channels and thousands of On Demand movies and shows every month.

Using Your iO TV Remote 3
The iO TV Main Menu, Channel Guide and Parental Controls 4
Getting the Most from iO TV 5
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iO TV Features and Services 7
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Optimum online®

The fastest Internet access for the home – up to 5x faster than phone company High-Speed Internet.

Optimum Online® Boost gives you download speeds up to 10x faster than phone company High-Speed Internet, 15 e-mail addresses, the ability to create and host your own website and more – see page 10 for details.

Getting the Most from Optimum Online 9
Optimum Online Boost 10
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Optimum voice®

Unlimited local and long-distance calling anytime, anywhere in the U.S., Puerto Rico and Canada, 13 calling features and more for one low, flat monthly rate.

Getting the Most from Optimum Voice 13
Optimum Voice World Call 13
Optimum Voice International 13
Optimum Voice Calling Features 14
Optimum Voice Quick Tips & Customer Support 15
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Not all channels available in all areas. SPEED COMPARISON based on Optimum Online running at speeds of 15 Mbps, Optimum Online Boost at 30 Mbps and phone company High-Speed Internet at 3 Mbps. Many factors affect speed. Actual speeds may vary and are not guaranteed.

For all Customer Support inquiries, go to optimum.com and click on "Customer Support".

ACCOUNT CENTER

Manage Your Account Online with *My Account*:

- Connect to Online Bill Pay
- View information about your account
- View and rate your On Demand purchases
- Get easy-to-follow instructions and access to user guides for the *Optimum* Family of Services and more

To go to the Account Center, visit optimum.com/account.

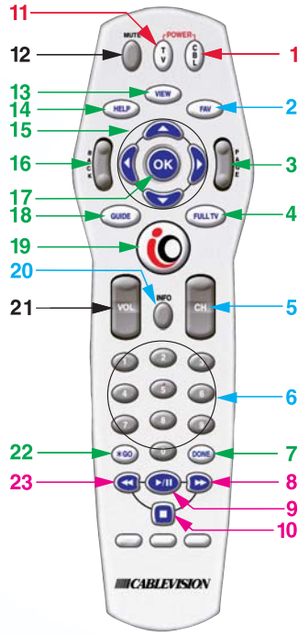
Get Rewarded with Optimum Rewards®!

Customers with iO TV, Optimum Online and Optimum Voice are eligible for our exclusive Optimum Rewards program. Become a member and receive your complimentary Optimum Rewards card entitling you to preferred seating at venues like Radio City Music Hall and Madison Square Garden, member only discounts on select merchandise and services and FREE weekly movie nights. Plus, members are eligible for opportunities to win Unique Experiences like backstage concert passes, tickets to Broadway shows and more. Best of all, Optimum Rewards members receive a monthly savings off their bill.

To learn more about the program, visit optimumrewards.com/guides

If you maintain iO TV, Optimum Online and Optimum Voice at the required levels, you will receive the Optimum Rewards monthly discount. The Optimum Rewards monthly discount cannot be combined with other promotional offer. Accounts in good standing only. Restrictions apply.

USING YOUR iO TV REMOTE



Your remote control gives you access to all of the features that iO TV has to offer. Getting familiar with your remote will make using iO TV simple and fun. **The color-coded descriptions below show you the many easy-to-use functions that you can take advantage of with your iO TV remote.** If your remote looks different, visit optimum.com/newlook for information.

POWER

1 Turn digital cable box on and off
11 Turn TV on and off

SOUND

12 Mute sound
21 Adjust volume

CHANNELS

2 View favorite channels
5 Surf channels, up or down
6 Enter channel numbers (also used to enter your PIN for parental control)
20 Display channel and program information

NAVIGATION

3 Page up and down
4 Exit from on-screen menus
7 Activate channel selection
13 Create viewer profile
14 Access on-screen help
15 Browse on-screen menus
16 Display last channel
17 Choose highlighted item
18 Display Channel Guide
19 Display Main Menu
22 Access more interactive information

ON DEMAND CONTROLS

8 Fast-forward
9 Play/Pause
10 Stop
23 Rewind

PROGRAMMING THE REMOTE CONTROL

1. Turn on the TV you wish to program.
2. Press the **TV** and **DONE** buttons on your remote simultaneously. The **iO** button will light up for 20 seconds.

IMPORTANT: The next step **MUST** be performed while the **iO** button is lit.

3. Point the remote control toward the TV and enter the three-digit code corresponding to your brand of TV (refer to the listing at right). The TV will turn off when the correct three-digit code has been entered. You can verify that you have selected the correct code by pressing the **iO** button; the TV should turn on and off.

***Note**: If there is more than one three-digit code listed for your brand, repeat the above sequence with each code until your TV responds.*

4. Store the three-digit code number by pressing the **TV** button again. The **iO** button will blink twice to confirm that the code has been stored.

TV CODES

Brand	Code
Akai	070, 146, 004
Audiovox	076, 103
Cetronic	043
Coronado	143
Daewoo	076, 103, 055, 004, 127, 143, 016, 043, 044, 125, 120, 214, 215, 229, 235, 249
Emerson	005, 028, 043, 048, 076, 096, 155, 004, 051, 143, 151, 153, 154, 216, 217, 230, 231, 236, 238, 247, 252
Fisher	007, 057
GE	070, 073, 130, 144, 160, 161, 004, 008, 009, 034, 056, 074, 091, 155, 223, 224, 232, 233, 236, 239, 245
GoldStar/LG	004, 106, 119, 110, 112, 113, 127, 143, 247, 250
Hitachi	163, 004, 007, 009, 011, 072, 010, 012, 023, 075, 143, 158, 208, 236, 238
JVC	038, 001, 034, 083, 236, 242
KTV	070, 043, 143, 154
Magnavox	070, 003, 004, 022, 059, 060, 061, 063, 064, 127, 164, 094, 160, 056, 236, 238, 243, 253
Marantz	164, 070, 236, 243
Panasonic	034, 056, 080, 164, 206, 234, 236, 244, 027
Philips	164, 005, 038, 093, 127, 070, 003, 004, 059, 236, 238, 243, 247
Pioneer	023, 025, 135, 176, 004, 018, 070
Radio Shack	004, 019, 127, 143, 043, 250
RCA	160, 161, 144, 156, 065, 070, 004, 023, 024, 056, 074, 152, 221, 232, 233, 236, 238, 239
Samsung	004, 101, 127, 133, 143, 160, 089, 105, 070, 237, 239, 248, 006
Sears	004, 007, 015, 028, 030, 057, 082, 094, 143, 160, 238, 247
Sharp	081, 014, 019, 028, 004, 022, 081, 143, 175, 029, 236, 251
Sony	001, 085, 126, 139, 236, 240, 241, 254
Symphonic	052, 238
Toshiba	015, 030, 007, 040, 062, 101
Zenith	011, 072, 073, 095, 103, 238, 241, 245, 246, 247

To view the complete User Guides for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

THE iO TV MAIN MENU, CHANNEL GUIDE AND PARENTAL CONTROLS

Main Menu:
The Main Menu gives you access to the Channel Guide, On Demand menus, Active Rentals, Enhanced TV, iO Games and Options & Help.

Press the **iO** button on your remote control to go to the Main Menu.

Channel Guide:
The Channel Guide is a convenient way to find your favorite program and view a list of upcoming programs.

To Access the Channel Guide:
1. Press the **iO** button and then **OK**.
2. To find a program, browse the channels in the Guide by pressing **ARROW** keys (▲▼). Use **PAGE** button to scroll through seven channels at a time.
3. Press **OK** to watch a highlighted program.

To Exit the Channel Guide:
At any time, you can press **FULL TV** on your remote to leave the Channel Guide and return to watching your program full-screen.

Parental Control:
iO TV provides Parental Control by allowing you to set viewing restrictions and spending limits.
In order to set up Parental Control, you must first create a Master Key.

YOU'RE IN CONTROL
The Parental Control feature allows you to decide what TV content is appropriate for your family by setting viewing restrictions and spending limits. Simply follow the Parental Control set up steps on this page – it's that easy!

Create a Master Key:
iO TV's Master Key feature allows you to establish controls over viewing and spending privileges for the household as well as individuals. (***Note**: It is important to make sure that the person creating the Master Key is a responsible member of the household.)*

1. Select **OPTIONS & HELP** from the Main Menu. Always remember to press **OK** to activate each selection.
2. Select **HOUSEHOLD SETUP** and press **OK**. Highlight **MASTER KEY** from the menu and press **OK**.
3. Type in a four-digit number, then re-type the number for confirmation.
4. The Master Key is now set.

Set Viewing Restrictions and Spending Limits:
1. Go to the Main Menu and select **OPTIONS & HELP**. Press **OK**.
2. Select **HOUSEHOLD SETUP** and press **OK**.
3. Highlight **LOCKS AND LIMITS** and press **OK**.
4. Enter your four-digit Master Key.
5. Select **CHANNEL LOCKS** and press **OK.**
6. You can lock the channel you are watching by selecting **CURRENT CHANNEL**. You may also select **CATEGORIES**, **CHANNELS A TO Z** or **ALL CHANNELS** and scroll through the list. Press **OK** for each channel you want to lock. A check mark will indicate that the channel is locked and the Master Key will be required to unlock it. Channel locks may be set up for an individual. For more information on setting controls for individuals and spending, consult the iO TV User Guide at optimum.com/userguides.

***Note**: For additional tips about Channel Guide functions, see "Getting the Most from iO TV" on page 5 in this guide.*

GETTING THE MOST FROM iO TV

These tips help you navigate through some of iO TV's most popular features using your remote control.

iO TV Features	How Do I...	Simply...
WATCHING TV	Turn my TV on and off	• Press **TV** power button.
	Turn digital cable box on and off	• Press **CBL** power button.
	Change channels	• Use **CH +/–** keys or **#0-9** buttons.
	Surf channels	• Keep **CH +/–** held down for fast scrolling.
	Watch full-screen TV (remove menu screen)	• Press **FULL TV**.
	Program the remote to work with my TV	• See page 3 of this guide.
	Get additional information about the program I'm watching	• Press **INFO**.
FAVORITE CHANNELS	Set up Favorites Channels	• Select **OPTIONS & HELP** from Main Menu and press **OK**. • Highlight **HOUSEHOLD SETUP**, press **OK**, then select **FAVORITES** and press **OK** again. • You can choose or remove favorite channels by selecting **CURRENT CHANNEL**. You may also select **CATEGORIES**, **CHANNELS A TO Z**, or **ALL CHANNELS** to scroll through all of the channels. • Using **ARROW** keys (▲▼) on your remote, scroll through the listings and choose or remove your favorite channels by highlighting them and pressing **OK**. This will create your own tailored FAVORITES. • Press **BACK** to return to the Main Menu or **FULL TV** to return to full-screen viewing.
MAIN MENU	Go to the Main Menu	• Press the **iO** button. A list of available features will appear. Use **ARROW** keys (▲▼) to choose your selection.
CHANNEL GUIDE	Go to the Channel Guide	• Press **GUIDE** on your remote or press **iO**, then press **OK**.
	Scroll through the list of channels	• Use **ARROW** keys (▲▼).
	Tune directly to a program from the Channel Guide	• Use **ARROW** keys (▲▼) to highlight the desired channel, then press **OK**.
	Get more information about a program	• Highlight the desired channel, then press **INFO**.
	Exit the Channel Guide	• Press **FULL TV** to return to watching full-screen TV.
ON DEMAND	View list of On Demand titles	• Press **iO** button. • Use **ARROW** keys (▲▼) to select On Demand, then press **OK**. • Use **ARROW** keys (▲▼) to select your On Demand option, then press **OK**.
	Order an On Demand title	• Select the category from the On Demand list, then press **OK**. • Use **ARROW** keys (▲▼) to highlight a title, then press **OK**. • Use **ARROW** keys (▲▼) to Preview, Order or go to Next Title.
	Play/Stop/FF/Rew/Pause an On Demand selection	• Use the VCR keys.
	Resume or Restart an On Demand selection	• Press the **iO** button. • Use **ARROW** keys (▲▼) and select **ACTIVE RENTALS.** • Highlight the title that you would like to play. • Select **RESUME** or **RESTART**.

iO TV QUICK TIPS FOR YOUR HOME & BUSINESS

IF:	QUICK TIPS:
PICTURE FREEZES OR CABLE BOX WILL NOT RESPOND	• If you are unable to use a function, your Cable Box may need to be restarted. • To restart the box, simultaneously press the **DOWN ARROW (▼)** and **FULL TV** buttons on the front of your Cable Box and hold until the box shuts down. • Release the buttons and the box will automatically reset.
NO PICTURE	• Verify that the TV is turned on and set to Channel 3. • Verify that the cables are properly and securely connected. • If the box is plugged into a wall switch, verify that the switch is in the ON position. • Verify that the Cable Box power light is on. • Verify that any VCR, DVD or stereo is properly connected to the Cable Box.
NO SOUND	• Verify that the **MUTE** button is not pressed on your television remote control or your iO TV remote control. • Verify that the volume is turned up. • If your system includes a VCR, DVD or stereo, verify that you have properly connected them to the Cable Box.
REMOTE DOES NOT WORK	• Verify that the remote batteries are functioning. • Verify that the remote has been programmed to work with your TV. See the "Using Your iO TV Remote" section of this Quick Reference Guide for details on programming your remote. • When the Cable Box is processing your request, the iO logo in the upper left corner will move. For best results, wait for the logo to stop its circular motion before entering your next request.
THE FRONT PANEL OF THE CABLE BOX DISPLAYS QUESTION MARKS INSTEAD OF THE CHANNEL NUMBER	• Restart your Cable Box for the latest update of programming information. See "Picture freezes or Cable Box will not respond" above for instructions on how to restart the box.
TV SCREEN DISPLAYS A MESSAGE INDICATING THAT THE CABLE BOX IS AUTOMATICALLY UPDATING ITS SOFTWARE	• Cablevision periodically sends updates with the latest programming information to your Cable Box. • When the front panel displays the time, the update is complete and you can resume your viewing.

For additional quick tips, visit optimum.com/support.

iO TV FEATURES AND SERVICES

ON DEMAND – Channel 500 or select **On Demand** from the Main Menu
Choose from thousands of On Demand titles whenever you want. Most On Demand selections are yours for 24 hours to enjoy as many times as you want. Start, stop, pause, rewind and fast-forward your selection, just like you would with a VCR or DVD.

TO ORDER: Press the **iO** button to access the Main Menu. Use the **ARROW** keys **(▲▼)** to select **On Demand**, press **OK**. Use the **ARROW** keys **(▲▼)** to select the category from a list that includes Free On Demand, Movies On Demand and a variety of Subscription On Demand services, and press **OK**. Then use the **ARROW** keys **(▲▼)** to make your On Demand selection and press **OK**.

SUBSCRIPTION ON DEMAND – Channel 900 or select **On Demand** from the Main Menu
Watch shows, movies and original series from your favorite premium networks with HBO On Demand, Showtime On Demand and Cinemax On Demand. You can also subscribe to Howard Stern On Demand, Disney Channel On Demand, Anime Network On Demand, here! On Demand, IFC in Theaters On Demand and more. Enjoy unlimited, anytime access to your desired service for one low monthly fee. Some require subscription to an underlying service. (For example, HBO On Demand requires a subscription to HBO.)

FREE ON DEMAND – Channel 502 or select **On Demand** from the Main Menu.
With iO TV, you get unlimited access to Free On Demand services. Just select **Free On Demand** from the Main Menu to find out what's available. Choose from a selection of On Demand services featuring sports, children's programming, tutorials, movies and more.

POPCORN DVDS ON DEMAND – Channel 500 or select **On Demand** from the Main Menu.
Now you can watch and buy select movies on DVD the day they come out in stores with Popcorn DVDs On Demand through the Movies On Demand selection. First, go to optimum.net/click to set up an account using your Optimum ID and billing information. Then select Popcorn DVDs On Demand under the Movies On Demand selection to instantly order and watch your movie. You will then receive the DVD by mail a few days later!

ENHANCED TV
Enhanced TV allows you to find and customize the information that's important to you. Select **Enhanced TV** from the Main Menu and explore your options, including:

Optimum Autos: Search thousands of new and used car listings in the tri-state area without ever leaving your home. Read automobile reviews, watch videos or look through photos. Compare cars and pricing, at your fingertips. **Channel 605** or at optimumautos.com
Optimum Homes: Research your next home purchase with a simple touch of a button with Optimum Homes. View thousands of listings for sale or rent. Look through photos, take virtual tours or find a broker without ever leaving your home. **Channel 606** or at optimumhomes.com
Entertainment: Everything that's entertainment from movies to special events.
News and Sports: The latest news, sports, weather and traffic.
Express: Watch videos dedicated to many aspects of living, including HealthAnswers TV, CNET TV, and many more!

iO TV GAMES – Channel 610
iO TV offers a wide variety of distinctive gaming packages. Each package consists of at least 6 games and new games are added frequently. Once you subscribe to a games package, there is no limit to the number of times you can play. Free demos are available for all games packages.

OPTIONS & HELP
You can view on-screen iO TV instructional help videos by going to Options & Help from the Main Menu.

MUSIC CHOICE® – Channels 801-848
Music Choice is included with your iO TV subscription. Enjoy 48 channels of commercial-free digital music with a full range of formats that appeal to everyone's musical tastes.

HD IS FREE WITH iO TV – Channel 700 - 786
Enjoy over 40 HD channels including the most New York sports and local services you can get in HD for FREE! For more information, visit optimum.com/support.

iO TV CHANNEL LINEUP EXAMPLE*

For detailed information on each channel, visit optimum.com/iO.
For a complete channel lineup for your area, visit optimum.com/lineups.

2 WCBS (2) New York (CBS)
3 WPXN (31) New York (i)
4 WNBC (4) New York (NBC)
5 WNYW (5) New York (FOX)
6 WXTV (41) Paterson (Univision)
7 WABC (7) New York (ABC)
8 HSN
9 My9 (9) Secaucus (UPN)
10 WLNY (55) Riverhead (IND)
11 CW11 (11) New York (WB)
12 News 12 Long Island
13 WNET (13) New York (PBS)
14 Cablevision Channel Guide
15 QVC
16 WNJU (47) Linden (Telemundo)
17 WFTY (67) Smithtown (TeleFutura)
18 Local Programming
19 ShopNBC
20 Public Access
21 WLIW (21) Plainview (PBS)
22 NYC TV
23 MSNBC
24 CNBC
25 CNN
26 FOX News Channel
27 Discovery Channel
28 The Learning Channel
29 Telecare
30 HGTV
31 Disney Channel
32 Cartoon Network
33 Nickelodeon
34 TV Land
35 ESPN2
36 ESPN
37 TNT
38 USA Network
39 TBS
40 FX
41 Spike TV
42 WE tv
43 AMC
44 Bravo
45 Lifetime
46 A&E
47 The History Channel
48 Sci-Fi Channel
49 ABC Family
50 Comedy Central
51 E!
52 VH1
53 MTV
54 BET
55 MTV2
56 fuse
57 Animal Planet
58 truTV
59 CNN Headline News
60 SportsNet New York
61 News 12 Traffic & Weather
62 The Weather Channel
63 Travel Channel
65 C-SPAN
66 Food Network
68 SoapNet
69 Speed Channel
70 YES Network
71 MSG
72 MSG Plus
73 Galavisión
74 OTB/RAI
79 C-SPAN 2
82 HBO
83 IFC
84 Showtime
85 Cinemax
86 The Movie Channel
88 GSN
90 Showtime Too
91 Flix
92 Pay Per View
93 Pay Per View
94 Playboy TV (Adult)
95 Club Jenna (Adult)
96 HBO2
97 Turner Classic Movies
100 iO Digital Channel Guide
101 iO Showcase
102 C-SPAN 3
103 EuroNews
104 BBC World News
105 Bloomberg TV
107 WABC Plus
108 Eyewitness News Now
109 NBC Weather Plus
110 WNBC 4.4
116 NYS Legislative TV
118 Local Programming/ Leased Access
120 Discovery Kids
121 Toon Disney
122 Nicktoons TV
123 Noggin
124 The N
131 Kids Thirteen
132 WLIW World
133 WLIW Create
140 ESPN Classic
141 ESPNEWS
142 FOX Soccer Channel
145 The Golf Channel
146 VERSUS
148 NBA TV
160 Bio
161 History International
162 National Geographic Channel
170 The Science Channel
171 Investigation Discovery
172 Discovery Home Channel
173 Military Channel
175 G4
179 Logo
180 Oxygen
182 Jewelry Television
184 Great American Country
185 BET Jazz
186 VH1 Classic
187 CMT
188 MTV Hits
189 VH1 Soul
190 Fox Movie Channel
191 Hallmark Channel
192 Sundance Channel
195 MTV Tr3s
196 FOX Sports en Español
197 mun²
199 V-Me
200 World Picks Latino On Demand
201 TVE Internacional
202 CNN en Español
203 Docu TVE
204 Momentum TV
205 Infinito
206 telefe internacional
207 The History Channel en Español
208 Canal Sur
209 TV Colombia
210 TV Chile
211 Supercanal Caribe
212 Discovery en Español
213 Dominican View
214 La Familia
215 EWTN Español
216 María+Visión
217 Cartoon Network
218 Sorpresa
219 Toon Disney
220 ESPN Deportes
221 Casa Club TV
222 Utilísima Satelital
223 FOX Sports en Español
224 GOL TV
225 Latele Novela
226 MTV Tr3s
227 mun²
229 HTV música
230 Cine Latino
231 iO Sports
232 Azteca America
233 VeneMovies
234 Telemicro Internacional
235 Ecuavisa Internacional
236 Caracol TV International
237 WAPA America
238 Chinese Channel
239 ET Global NY (Chinese Programming)
240 CCTV-4 (Chinese Programming)
242 World Picks Hindi On Demand
243 TV Asia (South Asian Programming)
244 ITV Gold (South Asian Programming)
245 Zee TV (South Asian Programming)
246 SET Asia (South Asian Programming)
250 World Picks Russian On Demand
251 RTVi (Russian Programming)
252 RTN (Russian Programming)
253 Channel 1 Russia
254 NTV America (Russian Programming)
261 MKTV (Korean Programming)
262 MBC (Korean Programming)
263 The Korean Channel-TKC
265 TV Japan
267 TV5MONDE (French Programming)
276 SPT (Portuguese Programming)
279 RAI (Italian Programming)
282 TV Polonia (Polish Programming)
291 The Jewish Channel On Demand
300 HBO On Demand
301 HBO Signature
302 HBO Family
303 HBO Comedy
304 HBO Zone
305 HBO Latino
306 HBO West
307 HBO2 West
308 HBO Signature West
309 HBO Family West
320 Showtime On Demand
321 Showtime Showcase
322 Showtime Extreme
323 Showtime Beyond
324 Showtime Next
325 Showtime Family Zone
326 Showtime Women
327 Showtime West
328 Showtime Too West
329 Showtime Showcase West
340 Starz
341 Starz Cinema
342 Starz Kids & Family
343 Starz Edge
344 Starz inBlack
345 Starz West
350 Encore
351 Encore Action
352 Encore Mystery
353 Encore Westerns
354 Encore Love
355 Encore Drama
356 Encore Wam
357 Encore West
370 Cinemax On Demand
371 ActionMAX
372 MoreMAX
373 ThrillerMAX
374 WMAX
375 @MAX
376 5 StarMAX
377 OuterMAX
378 Cinemax West
380 TMC Xtra
381 TMC West
382 TMC Xtra West
401 NHL Network
402 TVG Network
403 FUEL TV
404 FOX College Sports Pacific
405 FOX College Sports Central
406 FOX College Sports Atlantic
407 Outdoor Channel
408 Versus
409 GOL TV
410 The Golf Channel
411 MavTV
414 iO Sports2
415-429 Seasonal Sports Packages
430 NBA TV
431 NBA League Pass® Preview
432-450 Seasonal Sports Packages
500 On Demand
502 Free On Demand
503 Disney Channel On Demand
506 here! On Demand
507 Anime Network On Demand
508 IFC in Theaters On Demand
512 WWE 24/7 On Demand
513 Howard Stern On Demand
515 Adult On Demand
516 Playboy TV On Demand
517 Too Much For TV On Demand
600 iO Dashboard
601 Market Showcase
604 MSG Interactive
605 Optimum Autos
606 Optimum Homes
610 iO Games
612 News 12 Interactive
620 Move 'n Match Puzzles
630 Caller ID on iO TV
631 Hollywood.com TV
632 Broadway.com TV
652 FX Preview Channel
700 **Hi-Def On Demand**
701 **MOJO HD**
702 **CBS HD**
704 **NBC HD**
705 **FOX HD**
707 **ABC HD**
709 **My9 HD**
710 **HDNews**
711 **CW HD**
713 **Thirteen HD**
714 **Gallery HD**
715 **YES HD**
716 **MSG HD**
717 **MSG Plus HD**
718 **SportsNet NY HD**
719 **VERSUS HD/The Golf Channel HD**
720 **WorldSport HD**
722 **Family Room HD**
723 **ANIMANIA HD**
724 **Treasure HD**
725 **CNN HD**
726 **National Geographic HD**
727 **HD Theater**
728 **EQUATOR HD**
729 **ULTRA HD**
730 **HGTV HD**
734 **rush HD**
735 **ESPN2 HD**
736 **ESPN HD**
737 **TNT in HD**
739 **TBS in HD**
740 **Starz HD**
744 **Universal HD**
750 **HBO HD**
760 **Showtime HD**
766 **Food Network HD**
770 **Cinemax HD**
776 **KUNG FU HD**
777 **MONSTERS HD**
778 **FILM FEST HD**
779 **WORLDCINEMA HD**
780 **TMC HD**
785 **RAVE HD**
786 **GAMEPLAY HD**
801-848 Music Choice Channels
900 iO Upgrades
901 Order Optimum Online

***Note:** You may receive a preview of additional channels for a limited period of time. If you would like to block out any of these channels, please refer to page 4.*

***Note**: Not all programming or channels available in all areas for all customers. Channel lineup subject to change. Lineups may vary.*

GETTING THE MOST FROM OPTIMUM ONLINE

CUSTOMIZED HOME PAGE

Personalize your Optimum home page and make it your central point for news, e-mail, voicemail and more. You also have access to an Electronic Program Guide (EPG) that provides you with customizable TV listings.

E-MAIL

- Get up to 5 e-mail accounts, each with 500MB of space. If you did not set up e-mail during installation, you may do so by using your Optimum Installation CD or going to optimum.net/email. You may add e-mail accounts at the same location.
- Webmail – Access your e-mail from anywhere using Webmail on optimum.net.
- Mobile Mail – Send and receive e-mail on your mobile phone or PDA. Go to optimum.net/essentials for more information.
- Advanced Address Book Tools – Import contact info from other programs into your Optimum Online address book.
- Multitask Right From Your Inbox – Search the Web, check your voicemail and watch the latest news and entertainment videos without leaving your inbox.
- E-Mail Virus Protection – For added security, e-mails sent and received are scanned for viruses. Plus, SpamScrub filters out unwanted e-mail from your Inbox.

TECHNICAL SUPPORT

We're here to help! If you have questions about your Optimum Online service, visit optimum.com/support for information on many common issues. You can also refer to the Customer Support section on page 12 of this guide for other resources.

SECURITY

- CA Internet Security Suite Plus 2008 is available at no additional charge – This comprehensive software protects your PC against Internet threats and ensures important files, photos, music and your PC settings are safe. Go to optimum.net/security to download the latest Internet security suite.

HOTSPOTS

Optimum Online customers will have access to many hotspots in New York, New Jersey and Connecticut, including:

Huntington, NY	Parkchester, NY	Port Jefferson, NY	Tenafly, NJ
Long Beach, NY	Peekskill, NY	Sag Harbor, NY	Bridgeport, CT
Merrick, NY	Pelham, NY	Denville, NJ	New Canaan, CT
Northport, NY	Pleasantville, NY	Ridgewood, NJ	Westport, CT

For details and a complete list of hotspots available with your Optimum Online subscription, go to optimum.com/wifi.

NEW FEATURES

We're always adding new features to your Optimum Online service. For the latest, be sure to bookmark and regularly visit optimum.net/essentials.

To view the complete User Guides for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

OPTIMUM ONLINE BOOST

The best Internet service just got better! Customers with Optimum Online can add the power of Optimum Online Boost and get double the download speed and all the tools needed to create and host your own website!

DOUBLE THE DOWNLOAD SPEED

- Share one Internet connection with multiple computers.
- Work from home or office more efficiently.
- Send and receive large graphics files in seconds.
- Download TV episodes, feature films and more.

CREATE YOUR OWN WEBSITE

- All the tools are provided to build and host your website - we'll even register a domain name for you (www.yourdomain.com).
- 15 personalized e-mail addresses (yourname@yourdomain.com).
- Promote your business or show off your hobby.
- Host your own web server or e-mail server (manage Port 80, Port 25 and DDNS).
- Up to $50 worth of Google™ Adwords.

Create and manage your own online store and sell products or services directly on the Web. Included with your Optimum Online Boost subscription, Merchant Manager™ is an easy-to-use application that lets you set-up and customize products by category, manage inventory – even develop marketing programs based on your customer's buying habits!

Plus, the new Calendar Feature allows you to manage your email, keep track of important tasks and schedule reminders all in one place. You can even send invitations and subscribe to a friend or client calendar.

Want it? Residential customers can subscribe to Optimum Online Boost today by logging on to optimum.com/boost. Business customers can add Optimum Online Boost by calling 1-800-880-2159.

OPTIMUM ONLINE STATIC IP FOR YOUR BUSINESS

HARNESS THE POWER OF OPTIMUM FOR YOUR BUSINESS

Add Static IP to your Optimum Online subscription and you'll get 5 Static IP addresses. Plus, you'll get all the advantages of **Optimum Online Boost** – such as speeds up to 10 times faster than phone company High-Speed Internet, plus robust Web solutions to create and host your own company Website or e-commerce site, as well as host your own e-mail server. It's everything your business needs to keep up in today's fast-paced world of e-commerce.

To order, call 1-800-784-9736 or contact your local Optimum Sales Representative.

OPTIMUM ONLINE FEATURES

- **Optimum Online Express Link Technology℠** – Enhances your Internet even faster by optimizing connections and reducing network congestion. Go to the most popular websites like Yahoo!®, Google™, YouTube™ and iTunes® and experience quicker response and download times.
- **Optimum Toolbar** – Navigating the Web for exactly what you want is now faster and easier. Search the Web with tailored results from all the best search engines with a single click.
- **AP News** – Access breaking news in full video and text.
- **Radio PLUS from Rhapsody™** – Tune in over 100 channels of commercial-free Internet radio. Create your own customized stations from your favorite artists.
- **Photo Center** – Store and share all your digital photos electronically for free. It's faster and more convenient than sending them through traditional mail. Even add fun borders, crop photos and get rid of red eye to make the most of your photos.
- **Optimum Latino** – Powered by Planeta TV, Optimum Latino provides comprehensive Spanish language video news, sports and entertainment from throughout the Spanish-speaking world.
- **OptimumStore.com** – Enjoy great savings on premium electronics, like HDTVs, wireless home networking equipment, MP3 players, digital cameras, telephones and more to get the most out of your *Optimum* Family of Services.
- **OptimumArcade** – Choose from over 600 of the best games on the Web and play for free. Appropriate for all ages. New games are added every month.
- **Free Online Games from Real Arcades** – Choose from more than 200 of the best puzzle, arcade, word and action adventure games on the web. Play as often as you like. New games are added every month.
- **Remote E-Mail Access with Webmail** – Check your e-mail from work or from any computer with an Internet connection. Simply go to optimum.net and click on the link to sign in to Webmail. It's that easy!
- **PCCare** – Automatic PC Maintenance Software.

All of the above features can be found at optimum.net/essentials.

- **Optimum Insider E-Newsletter for our Residential Customers** – Sign up at optimum.com/insider and get special offers, product updates and more!

OPTIMUM ONLINE
QUICK TIPS & CUSTOMER SUPPORT

OPTIMUM ONLINE QUICK TIPS

- **Check your Cable TV**. If you're experiencing a problem with your Cable TV picture, your Optimum Online service may also be affected.
- **Check all the connections for your modem**. Check the coaxial cable connections coming from the wall or splitter, as well as the coaxial cable connection to the back of the modem. Also check the Ethernet cable (looks like a larger phone line) and make sure it is securely connected in the back of the modem and computer. If it is not, unplug it from both the modem and computer and plug it back in. ***Please Note:*** *To receive the maximum benefits of Optimum Online you need to use an Ethernet cable not a USB cable.*
- **Reboot the modem**. Unplug the modem's power cord from the wall outlet and wait 1-2 minutes. After this time, plug the modem back in. This will reset the modem.
- **If you have a router, check all the connections**. Check the Ethernet cables and make sure they are securely connected to the proper receptacles on the router, modem and computer. If any are not, unplug it from both ends and plug it back. Wireless routers may not have an Ethernet cable between the computer and router. Please see your router's manual or contact the manufacturer's technical support group for full instructions.
- **Reboot the router**. Unplug the router's power cord from the wall outlet and wait 1-2 minutes.
- If the above steps do not remedy the situation, please refer to the Customer Support section or contact Optimum Customer Service at 1-800-300-5215 for further assistance.

CUSTOMER SUPPORT

A number of resources are available to help answer any questions you may have about your service:

- **Answer Center** – For answers to many common questions, including help configuring your e-mail to work with Outlook and creating additional e-mail accounts, visit optimum.com/support.
- **Live Chat** – You can chat online with Customer Support Representatives. Our representatives are available from 8 a.m. to midnight, 7 days a week. Just visit optimum.com/support, then scroll down and click on "Chat with Tech Support".
- **E-Mail/In Person/By Phone** – You can contact us by e-mail, in person or by phone. Visit optimum.com, highlight Customer Support and click on "Contact Us."

For additional quick tips, visit optimum.com/support.

Need to register your modem? Misplaced your Optimum Installation CD? No problem. Simply go to https://install.optimum.com to begin.

To view the complete User Guides for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

GETTING THE MOST FROM
OPTIMUM VOICE

Optimum Voice, exclusively for Optimum Online customers, offers unlimited calling to the U.S., Puerto Rico and Canada, and 13 popular calling features for one low, flat monthly price, plus FREE Directory Assistance (411). Optimum Voice also offers great rates on international calls.

The information listed below will help you get the most from the many product features that come with Optimum Voice:

ENHANCED VOICEMAIL

Listen to messages and create personal greetings from any location using your phone. Enhanced Voicemail is also available via any Web browser, where you can check voicemail online, receive messages via e-mail, and more.

To Retrieve Voicemail Messages:
When you hear a stutter tone, you have a new voicemail message. There are two ways to get your messages:

1. By telephone – dial your Voicemail Access Number and enter your Voicemail password. From home, you can simply dial your Optimum Voice telephone number; or
2. Via the Web – visit optimum.com/myov.

MY OPTIMUM VOICE

Your website allows you to listen to messages, manage your calling features or view your calling records from anywhere via the Web. To register for *My Optimum Voice*, or to log on to the service, simply go to optimum.com/myov.

Setting Up Voicemail and *My Optimum Voice:*

1. Log on to optimum.com/myov to register for *My Optimum Voice* and voicemail.
2. Once registered, click the Voicemail tab and enter a Voicemail password to be used when retrieving voicemail by phone. You may write your password on the inside cover of this guide.
3. When your voicemail is activated, be sure to note the Voicemail Access Number found on the voicemail tab. This telephone number is used to access your voicemail by phone.
4. Create a Voicemail greeting for incoming callers by dialing the Voicemail Access Number from Step 3. Follow the prompts to create a greeting.

Business Customers: The company administrator will have have access to ALL lines on the account and can delegate management of individual lines to employees.

Important: Registering for Optimum Voice is necessary to use all Optimum Voice features.

OPTIMUM VOICE

Optimum voice World Call

- **It's easy to use** – simply call directly from your home Optimum Voice phone – with no extra numbers or special codes to dial.
- **No hidden fees and no per-minute or connection charges.**
- **Same low rate every month** with no surprises.
- **Talk as long as you want!** Up to 250 minutes of calling anywhere in the world, day or night.
- Monitor your usage and call history at the ***My Optimum Voice*** website: optimum.com/myov.
- **Easy billing** to your Cablevision account – no prepaid calling cards to purchase.
- **Balance Checking** – check how many minutes you have remaining by dialing *225 from your Optimum Voice phone.

OPTIMUM VOICE

PER MINUTE INTERNATIONAL CALLING FOR YOUR HOME OR BUSINESS

Optimum Voice also offers great per minute rates on International calls. Flexible call management capabilities allow you to access your voicemail and calling information from any Internet connection. Use it like a calling card and get the same great rates, even when you're away. Visit optimum.com/voice/international for details.

For additional information, visit optimum.com/worldcall.

OPTIMUM VOICE
CALLING FEATURES

One flat monthly rate for Optimum Voice includes unlimited use of all these great features at *no extra charge*.

CALLING FEATURES MANAGED THROUGH THE *MY OPTIMUM VOICE* WEBSITE

You must set up *My Optimum Voice* in order to use all of these features.

- **Enhanced Voicemail** – You can access voicemail by phone, but you'll find many advanced tools online, including hearing the actual voicemails, voicemail alerts and having voicemail e-mailed to your inbox.
- **Call Waiting** – Alerts you that someone is calling when you are on the phone. Call Waiting is automatically activated. You can turn on/off **Caller ID with Call Waiting** online.
- **Anonymous Calling** – Hides your name and number on all calls you make.
- **Anonymous Call Blocker** – Blocks all calls in which the calling party does not display their name and number. The caller will receive a message to display their Caller ID if they would like their call to go through.
- **Find Me** – Simultaneously rings up to 3 other phone numbers when someone calls your Optimum Voice number. The incoming call can be answered by any of the phones.†
- **VIP Ringing** – Choose up to 32 phone numbers that will ring with a second ring tone when they call you.
- **Call Forwarding** – (*72) Automatically re-directs any incoming call to a different phone number. This is also available by dialing *72 from your phone.†

CALLING FEATURES MANAGED BY PHONE

- **Voicemail** – When you hear a stutter dial tone, you have new voicemail messages. Dial your Voicemail Access Number and enter your Voicemail password to hear messages and create voicemail greetings. From home, you can also dial your Optimum Voice telephone number.
- **Caller ID** – Displays the name and number of a calling party. Requires a compatible Caller ID display device or telephone and is automatically available.
- **Caller ID Blocking** – (*67) Hides your name and number when making a call. Dial *67 on a per call basis.
- **Call Return** – (*69) Identifies and dials the last incoming caller to your line. [Pressing 1 to initiate a call back on Call Return (*69) does not work with all dialing plans (areas), it will just give you the number.]
- **Busy Redial** – (*66) When a number you called is busy, dial *66 and Optimum Voice will call you back when the line you're calling is free.
- **Three-Way Calling** – Adds a third party to your conversation.

In addition to the features mentioned above, our **business customers** have access to rollover hunting & straight line white pages directory listing for all new Optimum Voice telephone numbers.

- **Rollover Hunting** – Have your incoming calls routed to an idle phone line within a specified group of lines. That way, all calls are handled immediately.
- **Directory Listing** – Straight line white pages directory listing for all new Optimum Voice telephone numbers.

Visit optimum.com/voice/features to learn more.

OPTIMUM VOICE WORLD CALL available to Optimum Voice customers. Accounts in good standing only. Monthly rate of $19.95 includes 250 minutes per month of International calls. Customers exceeding 250 minutes in a given month will be charged an additional $19.95 for an additional 250 minutes for use that month. Customers exceeding 500 minutes in a given month must wait until their next billing cycle to resume service for outgoing Optimum Voice World Call additional calls. Available only via direct dial from customer's Optimum Voice phone. Remote dialing is not available. Calls to satellite phones and audiotext lines/destinations not available. See optimum.com/worldcall for details.

† *Only available in the continental U.S.*

To view the complete User Guides for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.

OPTIMUM VOICE
QUICK TIPS & CUSTOMER SUPPORT

PROBLEM:	QUICK TIPS:
NO DIAL TONE	• Verify that the cable is securely connected to the modem and that the modem is powered on and in active status with 4 green lights displayed. • Ensure that the telephone cord is connected properly to the line on the modem that is affected. • Check that your telephone is working properly. Connect a telephone that you have confirmed is working directly into LINE 1 of the modem, bypassing any wall jacks in use. This could also identify static/hum issues. If the problem still exists, the problem is with your home wiring. A service technician can visit your home to fix the problem for a service charge.
STATIC/HUM ON LINE	• Verify that the telephone cord is connected properly to LINE 1 of the modem. • Move the wire line telephone or cordless base station, along with the telephone cord, as far away from the PC as possible.
NOT RECEIVING VOICEMAIL MESSAGES	• If you're already registered for voicemail, please ensure that your voicemail is activated by logging on to optimum.com/myov. • Check the setting for the number of rings before voicemail answers. This is accessed through *My Optimum Voice*. The default is 4 rings. Your voicemail box may be full. Delete any unwanted messages.
BLINKING LIGHTS ON THE VOICE-ENABLED MODEM, BUT NO CONNECTION TO THE INTERNET	• Shut down and power off your computer. • Unplug the modem from the power cord on the back on the modem. • After 30 seconds, plug the power cord back into the modem, and wait for the lights to change to solid green (this may take up to five minutes). DO NOT turn your computer back on yet. Once the lights turn solid, power on your computer and start your Internet browser. You should now be able to access the Internet. • If the lights still do not turn solid green, you should verify that all of the modem connections are tight, and that the modem is connected to the cable at its first point of entry into your business location (or as close as possible). After checking your connections and cabling, repeat the above steps. • If you still cannot access the Internet, please contact Customer Support at 1-800-300-5215 or dial 611 from your Optimum Voice telephone for further assistance.
OPTIMUM VOICE IS WORKING, OPTIMUM ONLINE IS NOT	• Check the cable modem to determine if it is in standby mode (the standby light will be lit and all other lights on the modem will be off). • If the modem is in standby mode, press the standby button on the top of the modem.

Optimum Voice provides a number of resources to help answer questions you have about your service.

- **Answer Center** – For answers to many common questions, including help with your voicemail and calling features, visit optimum.com/support.
- **Live Chat** – You can chat online with a Customer Support Representative. Our representatives are available from 8 a.m. to midnight, 7 days a week. Just visit optimum.com/support, then scroll down and click on "Chat with Tech Support".
- **E-Mail/In Person/By Phone** – Contact us by e-mail, in person or by phone. Visit optimum.com, highlight Customer Support and click on "Contact Us."
- **Business Customers** – 1-866-575-8000 or 611 from your Optimum Voice telephone.

For additional quick tips, visit optimum.com/support.

Need to register your modem? Misplaced your Optimum Installation CD? No problem. Simply go to https://install.optimum.com to begin.

IMPORTANT INFORMATION

ENHANCED 911 SERVICE

- Optimum Voice service includes Enhanced 911 (E911).
- With E911, when 911 is dialed, emergency services are automatically provided with the name, phone number and address associated with your account.
- E911 service will only operate properly if the modem remains at the service address specified on your Cablevision account at the time of installation. You must contact Cablevision Customer Service before moving the modem to a different address.
- If the cable network is disrupted, or your Optimum Voice service is disconnected for any reason, E911 service will not be available. If power is lost, 911 and E911 will not operate without a back-up battery. A back-up battery power supply is available at optimum.com/battery.

MODEM POWER

- Your Optimum Voice modem is electrically powered. In the event of a power outage or network outage (whether unplanned or maintenance related), your Optimum Voice service will not function. This includes E911 and any security system that uses Optimum Voice to connect to central station monitoring.
- If a back-up battery is connected to your modem to provide power supply during a local power failure, the Optimum Voice portion of the modem will continue to operate as long as the back-up battery is functional. However, the back-up battery may not power the ethernet port which is used for Optimum Online service. Visit optimum.com/battery to learn more, or to purchase a back-up battery.

HOME SECURITY AND MEDICAL ALERT SYSTEMS

- Customers who use Optimum Voice as a connection between their home security system and central station monitoring are responsible for testing their system with their alarm company at the time of installation and on an ongoing basis, and also must notify their alarm company of any change in their telephone number.
- Cablevision does not support the use of Optimum Voice with emergency medical alert systems.

BUSINESS SECURITY SYSTEMS

- If you have a centrally monitored security system which is not a Fire/Grade-A high security alarm system, Optimum Voice will be wired so that it may be available for use with such a system. Although Optimum Voice will supply a connection that will allow the operation of your existing business security system, Optimum Voice does not guarantee that any such system will be in complete operational order following the installation of Optimum Voice.

  You must contact your security system provider to inform them of your Optimum Voice installation and any change in phone number(s), and to request a complete operational test immediately following the installation of Optimum Voice. In addition, it is your responsibility to test your system on a regular basis. In the event of a large-scale power or network outage, your Optimum Voice service, including any security system which uses Optimum Voice to connect to central station monitoring, will not function.

  Cablevision does not support the use of Optimum Voice as a connection between the customer's alarm system and the central station monitoring services for all Fire Alarms and Grade-A High Security alarm systems. The customer must maintain an alternate telephone connection for such connections.

KEY AND PBX SYSTEMS (BUSINESS CUSTOMERS)

- If you are using a key or PBX system with Optimum Voice, Cablevision is only responsible for delivering dial tone to the network interface device (NID), i.e., the connectivity panel that serves as the demarcation point for Optimum Voice service.
- Cablevision does not guarantee that Optimum Voice or all Optimum Voice features described in this Guide will function with all key systems and PBXs, nor do we provide technical support for such systems.

Complete Terms of Service can be found on optimum.com by scrolling to the bottom of the page and clicking on "Terms of Service".

To view the complete User Guides for iO TV, Optimum Online and Optimum Voice, visit optimum.com/userguides.